

Reminder - Retirement and Military Deposit Escalations

October 17, 2023

Reference Number: NFC-1697048862

Dear Customer,

The National Finance Center (NFC) would like to remind our customers that Retirement and Military Deposit escalations should no longer be sent to the NFC Contact Center (NCC) Escalation mailbox. Agencies are now asked to submit retirement and military service deposit escalations to the mailboxes below:

- Retirement - ocfo-nfc-retm-escalations@usda.gov
- Military Service Deposits - mdrsmgrs@usda.gov.

Please remember that during peak season, Pay Period (PP) 24 – PP 06, Agencies should check the ServiceNow (SN) updates for up to 60 days from the effective date of retirement (DOR) prior to submitting an escalation. During non-peak processing season, PP 07 – PP 23, Agencies should check the SN updates for up to 30 days from the DOR prior to submitting an escalation.

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- Federated ServiceNow Users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow Users: https://nfcerp.servicenowservices.com/sp_ess/